



January 25, 2008

# HOUSE BILL No. 1159

DIGEST OF HB 1159 (Updated January 23, 2008 2:26 pm - DI 103)

**Citations Affected:** IC 8-1; noncode.

**Synopsis:** 211 services. Defines "information and referral services" for purposes of 211 dialing code services. Gives the right of first refusal for provision of 211 services for a state agency to a 211 service provider if the 211 service provider and the state agency determine that 211 is the most cost effective method of delivering the services. Requires the office of management and budget to coordinate a study with various state agencies to identify information and referral services and to report the results of the study to the Indiana utility regulatory commission, 211 service providers, and general assembly no later than December 31, 2008. Requires a state agency that uses 211 to enter into an agreement with the recognized 211 service provider that establishes the terms and amount of compensation to the recognized 211 service provider.

**Effective:** Upon passage.

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**Welch, Lutz, Kersey, Borrer**

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January 10, 2008, read first time and referred to Committee on Small Business and Economic Development.  
January 24, 2008, amended, reported — Do Pass.

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January 25, 2008

Second Regular Session 115th General Assembly (2008)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in **this style type**, and deletions will appear in ~~this style type~~.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or ~~this style type~~ reconciles conflicts between statutes enacted by the 2007 Regular Session of the General Assembly.

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## HOUSE BILL No. 1159

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A BILL FOR AN ACT to amend the Indiana Code concerning utilities.

*Be it enacted by the General Assembly of the State of Indiana:*

1 SECTION 1. IC 8-1-19.5-6.3 IS ADDED TO THE INDIANA  
2 CODE AS A **NEW** SECTION TO READ AS FOLLOWS  
3 [EFFECTIVE UPON PASSAGE]: **Sec. 6.3. As used in this chapter,**  
4 **"information and referral services" means services or programs**  
5 **that:**

- 6 (1) **maintain information about human services;**  
7 (2) **link individuals who need humans services with**  
8 **appropriate human service providers; and**  
9 (3) **supply descriptive information about the human services**  
10 **providers.**

11 **The term includes information and assistance providers and**  
12 **resource and referral agencies.**

13 SECTION 2. IC 8-1-19.5-9 IS AMENDED TO READ AS  
14 FOLLOWS [EFFECTIVE UPON PASSAGE]: Sec. 9. (a) It is the  
15 policy of the state to encourage the orderly and efficient use of 211 to:

- 16 (1) provide access to human services; and  
17 (2) collect needed information about human services and the

HB 1159—LS 6711/DI 92+



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delivery of human services in Indiana.  
(b) A state agency or department that provides human services may not establish a public telephone line or hotline to provide information or referrals unless the agency or department first:

- (1) consults with the recognized 211 service provider in the area to be served by the telephone line or hotline ~~about to determine whether~~ using 211 to provide access to the information or referrals **is the most cost effective method of delivery**; and
- (2) notifies the commission of the consultation **and determination** described in subdivision (1).

**If the state agency or department determines that 211 is the most cost effective way to provide access to information and referral services, the recognized 211 service provider with which the state agency or department consulted under subdivision (1) has the right of first refusal to provide 211 services for the state agency or department.**

(c) A person may not disseminate information to the public about the availability of 211 or 211 services in an area of Indiana except in accordance with:

- (1) a rule adopted by the commission under IC 4-22-2; or
- (2) an order issued by the commission in a specific proceeding.

**(d) A state agency or department that uses a recognized 211 service provider to provide access to information and referral services shall enter into an agreement with the recognized 211 service provider concerning the provision of access to information and referral services. An agreement under this subsection must establish the terms and amount of compensation from the 211 services account to the recognized 211 service provider.**

SECTION 3. IC 8-1-19.5-11, AS AMENDED BY P.L.2-2005, SECTION 24, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE UPON PASSAGE]: Sec. 11. (a) The 211 services account is established in the state general fund to make 211 services available throughout Indiana. The account shall be administered by the commission.

- (b) The account consists of the following:
  - (1) Money appropriated to the account by the general assembly.
  - (2) Funds received from the federal government for the support of 211 services in Indiana.
  - (3) Investment earnings, including interest, on money in the account.
  - (4) Money from any other source, including gifts and grants.
- (c) Money in the account is continuously appropriated for the

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purposes of this section.

(d) The commission shall annually prepare a plan for the expenditure of the money in the account. The plan must be reviewed by the state budget committee before the commission may make expenditures from the fund.

(e) Money in the account may be spent for the following purposes:

(1) The creation of a structure for a statewide 211 resources data base that:

(A) meets the Alliance ~~for~~ **of** Information **and** Referral Systems standards for information and referral systems data bases; and

(B) is integrated with a local resources data base maintained by a recognized 211 service provider.

Permissible expenditures under this subdivision include expenditures for planning, training, accreditation, and system evaluation.

(2) The development and implementation of a statewide 211 resources data base described in subdivision (1). Permissible expenditures under this subdivision include expenditures for planning, training, accreditation, and system evaluation.

(3) Collecting, organizing, and maintaining information from state agencies, departments, and programs that provide human services, for access by a recognized 211 service provider.

(4) Providing grants **or other compensation** to a recognized 211 service provider for any of the following purposes:

(A) The design, development, and implementation of 211 services in a recognized 211 service provider's 211 service area. Funds provided under this subdivision may be used for planning, public awareness, training, accreditation, and evaluation.

(B) The provision of 211 services on an ongoing basis after the design, development, and implementation of 211 services in a recognized 211 service provider's 211 service area.

(C) The provision of 211 services on a twenty-four (24) hour per day, seven (7) day per week basis.

(f) The expenses of administering the account shall be paid from money in the account.

(g) The treasurer of state shall invest the money in the account not currently needed to meet the obligations of the account in the same manner as other public money may be invested.

(h) Money that is in the account under subsection (b)(2) through (b)(4) at the end of a state fiscal year does not revert to the state general

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1 fund.

2 SECTION 4. IC 8-1-19.5-12, AS AMENDED BY P.L.2-2005,  
3 SECTION 25, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE  
4 UPON PASSAGE]: Sec. 12. (a) The commission shall, after June 30  
5 and before November 1 of each year, report to the general assembly on  
6 the following:

7 (1) The total amount of money deposited in the account during the  
8 most recent state fiscal year.

9 (2) The amount of funds, if any, received from the federal  
10 government during the most recent state fiscal year for the  
11 support of 211 services in Indiana. The information provided  
12 under this subdivision must include the amount of any matching  
13 funds, broken down by source, contributed by any source to  
14 secure the federal funds.

15 (3) The amount of money, if any, disbursed from the account for  
16 the following:

17 (A) The creation of a structure for a statewide 211 resources  
18 data base described in section 11(e)(1) of this chapter.

19 (B) The development and implementation of a statewide 211  
20 resources data base described in section 11(e)(1) of this  
21 chapter.

22 (C) Collecting, organizing, and maintaining information from  
23 state agencies, departments, and programs that provide human  
24 services, for access by a recognized 211 service provider.

25 The information provided under this subdivision must identify  
26 any recognized 211 service provider or other organization that  
27 received funds for the purposes set forth in this subdivision.

28 (4) The amount of money, if any, disbursed from the account as  
29 grants **or compensation** to a recognized 211 service provider for  
30 any of the purposes described in section 11(e)(4) of this chapter.  
31 The information provided under this subdivision must identify the  
32 recognized 211 service provider that received the grant and the  
33 amount and purpose of the grant **or compensation** received.

34 (5) The expenses incurred by the commission in complying with  
35 this chapter during the most recent state fiscal year.

36 (6) The projected budget required by the commission to comply  
37 with this chapter during the current state fiscal year.

38 **(7) In consultation with the office of management and budget,**  
39 **the cost effectiveness of using 211.**

40 (b) The report required under this section must be in an electronic  
41 format under IC 5-14-6.

42 SECTION 5. [EFFECTIVE UPON PASSAGE] (a) **The definitions**

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1 in IC 8-1-19.5 apply throughout this SECTION.  
 2 (b) As used in this SECTION, "information and referral  
 3 services" includes the following:  
 4 (1) Toll free telephone lines.  
 5 (2) Human services data bases.  
 6 (3) Human services resource directories.  
 7 (c) The office of management and budget shall coordinate a  
 8 study with the following agencies to identify all information and  
 9 referral services for the state:  
 10 (1) The department of workforce development.  
 11 (2) The family and social services administration.  
 12 (3) The Indiana state department of health.  
 13 (4) The Indiana criminal justice institute.  
 14 (5) The department of child services.  
 15 (6) The Indiana department of homeland security.  
 16 (7) The Indiana department of veterans' affairs.  
 17 (8) The governor's planning council for people with  
 18 disabilities.  
 19 (9) The housing and community development authority.  
 20 (10) The office of faith based and community initiatives.  
 21 (11) The office of community and rural affairs.  
 22 (12) Any other agency whose participation the office of  
 23 management and budget determines would further the  
 24 purposes of this SECTION and IC 8-1-19.5.  
 25 (d) Not later than December 31, 2008, the office of management  
 26 and budget shall report the results of the study conducted under  
 27 subsection (c) to the following:  
 28 (1) The commission.  
 29 (2) Recognized 211 service providers.  
 30 (3) The general assembly, in an electronic format under  
 31 IC 5-14-6.  
 32 (e) The report under subsection (d) must do the following:  
 33 (1) Summarize the purpose, scope, effectiveness, cost, and  
 34 funding for each information and referral service. Each  
 35 summary under this subdivision must document the  
 36 following:  
 37 (A) The objectives of the information and referral service.  
 38 (B) The operational standards under which the  
 39 information and referral service operates.  
 40 (C) The percentage of human services providers associated  
 41 with the information and referral service that meet  
 42 standards developed by the Alliance of Information and

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**Referral System (AIRS).**

**(D) The units of service provided by human services providers associated with the information and referral service during the most recent applicable reporting period. Documentation under this clause must describe the method by which units of service are calculated.**

**(E) The costs of providing the information and referral service, including the following:**

- (i) Staffing.**
- (ii) Data bases.**
- (iii) Technology.**
- (iv) Telecommunication and marketing costs associated with a separate toll free line, human services data base, or human services resource directory.**

**(F) Sources of federal and state funding and other state resources used to provide human services and information and referral services.**

**(2) Identify potential cost savings and service improvements to the state through information and referral services, including the use of 211 and 211 services.**

**(f) This SECTION expires January 1, 2009.**

**SECTION 6. An emergency is declared for this act.**

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COMMITTEE REPORT

Mr. Speaker: Your Committee on Small Business and Economic Development, to which was referred House Bill 1159, has had the same under consideration and begs leave to report the same back to the House with the recommendation that said bill be amended as follows:

Delete the title and insert the following:

A BILL FOR AN ACT to amend the Indiana Code concerning utilities.

Delete everything after the enacting clause and insert the following:

(SEE TEXT OF BILL)

and when so amended that said bill do pass.

(Reference is to HB 1159 as introduced.)

ORENTLICHER, Chair

Committee Vote: yeas 9, nays 0.

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